EXECUTIVE SUMMARY

The Access Management Improvement project is a key component of Yale’s multi-year cyber security strengthening efforts. This project will modernize NetID usage to deliver improved accessibility, usability and security via a modernized CAS login screen, expanded self-service password recovery, and expanded DUO Multi-Factor Authentication. It will eliminate thousands of NetID-related calls to the help desk as well as dramatically reducing email account compromises – currently 500+ per year at Yale- enabled by phished or cracked NetID passwords.

KEY GOALS

- Dramatically reduce NetID compromises at Yale through stronger passwords and expanded MFA/DUO protection
- Improve user experience with faster self-service password recovery, fewer password resets and off-campus MFA/DUO challenges
- Improve usability and accessibility of the CAS login screen and NetID management screens

PROJECT SCOPE

- Single Sign-on
  Upgrade CAS and modernize the login screen
- MFA/DUO Protection
  Extend DUO protection to on-campus logins. Reduced frequency of off-campus DUO prompts
- NetID Claiming
  Deploy a new self-service dialog for initial NetID claiming and configuration
- Self-Service Password Reset
  Improve password security and forgotten password recovery

HOW THIS PROJECT WILL AFFECT THE COMMUNITY

- Fewer Yale email compromises from phished or cracked NetID passwords
- More accessible and user-friendly NetID claiming, login and recovery
- Password complexity checks updated to current best-practices
- Email and phone-based self-service recovery of forgotten NetID password
- Eliminate annual NetID password reset requirement for most users (except those who use email clients for Yale email which use legacy protocols)
- MFA/DUO protection extended to on-campus and Office365 logins

PROJECT TEAM

- John Barden
  Executive Sponsor
- Paul Rivers
  Project Sponsor
- Jon Sobel
  Project Lead
- Linda Faust
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- Amit Poddar
  Technical Lead
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- April Tiddei
  UX Design Lead
- Michael Tullo
  UX Designer
- Stacey Schindler
  Project Manager
- Krishna Khan
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KEY DATES

- Fall/Winter 2019
  Pilot conversion of selected users
- Winter/Spring 2020
  Conversion of all campus users